Alabama's Career Center System
Operations Template

The <u>vision</u> we share is to build a workforce development system in Alabama which addresses and serves the workforce development needs of its employers and workers.

- **Career Center Advisory Committee**. In order to assure that collaboration among not only the partner agencies has occurred, but also collaboration with private sector employers within the community, each Career Center will have a Career Center Advisory Committee. This Advisory Committee must include all partner agencies and have at least an equal number of private sector employers. The purpose of the Advisory Committee will be to provide recommendations for services, activities, marketing, and outreach efforts in the Career Center's area of operations. These Advisory Committees should meet not less than once per quarter, but more frequently when needed. In Mobile and Jefferson Counties, the Local Workforce Investment Boards serve these roles in addition to other roles

- **Cross Awareness Training**. It is essential for all Workforce Development Partners to participate in Cross Awareness Training. Each partner agency should train the staff of other partner agencies on the services and activities which are provided by his/her agency. In this way, each staff person in the Career Center will be better able to refer employers and workers to the appropriate activity(ies) and service(s). Cross Awareness Training should be held frequently, as staff members and services and activities change. It is good to better understand what your partners are doing.

- **Customer Satisfaction**. Each Career Center must have a customer feedback system to determine how customers feel about the physical structure, about how they were treated by staff, if any problems were encountered, what was wrong, and what was right. This should be an ongoing process and should be conducted by each Career Center. One questionnaire should cover all partner agencies. This information should be reviewed by the Career Center Advisory Committee and changes should be recommended accordingly.

- **Collocation.** While collocation is not required by law, it is by far the most effective way to reach the objectives of a Career Center, including integration of staff and customer choice. Collocation eases the process of cross awareness training, thereby enhancing collaboration among staff. To facilitate collocation, each partner that is not collocated at present should ensure that it has a clause in its lease, which allows it to escape from the lease for the purpose of collocation into a Career Center.

- **Partners.** The minimum partners for each comprehensive Career Center should be the WIA Title I entity, Employment Security, Adult Education, and Rehabilitation Services. Other partner agencies should be collocated as feasible.

- **Satellite Career Centers.** Those offices, which do not have all the partners above, but do have two or more of the required partner entities and have a resource area with information on a wide variety of workforce development programs and services, may be deemed to be a Satellite Career Center with the approval of the Workforce Development State Partner Group.

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- **Resource Area.** Each Career Center should have a resource area in which computers are available for resume preparation and for Internet access for job search. The resource area should also contain a wide variety of printed material on community resources; workforce development activities, programs, and services, including services provided by partner agencies and those provided by non-partner agencies.
- **Monthly Reports.** A monthly report is due to the ADECA/Workforce Development Division for each month on the fifth working day of the following month. This report should provide the number of persons seen by each partner in the Career Center, the number who used the Resource Area only, and the total number of persons who used the Career Center during the month.
- **Putting the Customer First.** Career Centers have two primary sets of customers: employers and job seekers. Career Centers must constantly look for ways to improve services to customers and avoid any policies that do not keep customer service as the goal.
- **"Kiddie Corner".** Each Career Center should have an area designated for use by the children of customers who are visiting the Career Center. It should have small tables and chairs, games, and books available for use by the children. This is not a requirement to have full-time day care for customers.
- **Career Center Names.** Many of the Career Center names are difficult to locate in a telephone listing because the name does not include the name of the town/city in which the Career Center is located. In the interest of being able to locate the telephone listing for a given Career Center, each career center should be listed under, "Alabama's Career Center System," followed by the place name, such as "Alabaster" or "Mobile."
- **Telephone Listing.** Each Career Center should have a telephone listing for the career center, as indicated above, in addition to any listing for each partner agency. Any marketing done will be for the Career Center and not for the individual partner agency, so the career center listing will be what a customer attracted by marketing efforts will be looking for. Each Career Center should, at a minimum, have a listing in the white pages of the telephone book as well as a yellow pages listing under the heading, "employment agencies."
- **Signage.** Each Career Center and satellite Career Center should have a main sign prominently displayed on the front of the Career Center building, which says, "Alabama's Career Center System" and includes the full color (red, white, and blue) logo. This main sign should not have other information such as partners listed on it. If there is a sign between front of the building and the street, it should contain the same name and logo. This is needed for statewide recognition of Alabama's Career Centers.

Revised November 14, 2002, per State Workforce Investment Board Executive Committee